Applies To: **ALL**

October 30, 2010

Photos For Warranty Windshield Claims

(Supersedes 09-094, dated February 23, 2010, to revise the information marked by the black bars)

REVISION SUMMARY

- Under WINDSHIELD DEFECT PHOTO GUIDELINES, the policy on cell phone photos was updated.
- Under CORRECTING WINDSHIELD DEFECT PHOTO PROBLEMS USING PICTURE MANAGER, steps were added showing how to create a shortcut to Picture Manager, and how to make it your default photo editing program. Also, the information in Correction Example #2 was updated.

BACKGROUND

American Honda, its factories, and its suppliers are constantly striving to increase the quality, durability, and reliability of Honda vehicles. In the interest of such improvements, as of March 2009, American Honda requires that digital photographs be taken of windshield defects prior to any warranty windshield replacement.

These photos help provide valuable defect and product information to the factory for quicker analysis and development of countermeasures. As a result, these photos must be retained according to the document retention policy outlined in the Service Operations Manual and are subject to a warranty parts return. This policy change is reflected in the current Service Operations Manual.

NOTE: Each Honda dealer is required to take, store, and include digital photos of windshield defects as part of the claim submission-process for warranty consideration, and obtain DPSM prior authorization **before** starting repairs.

WARRANTY CLAIM INFORMATION

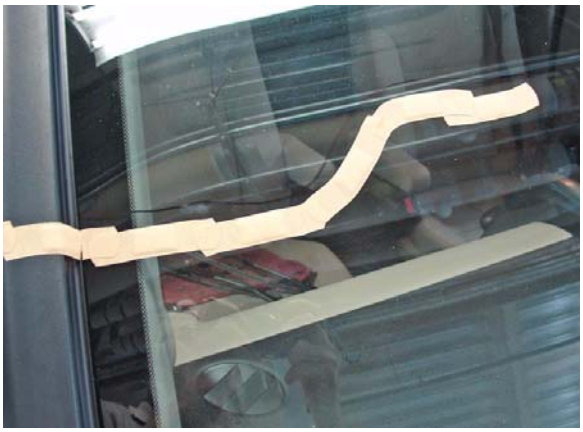
Refer to: **ATTACHING PHOTOS TO A CLAIM** (see page 4).

WINDSHIELD DEFECT PHOTO GUIDELINES

- To properly document each warranty windshield repair claim, at least four but no more than five JPEG photos (file extension .jpg) must be submitted with each claim.
- Photographs must be taken using a digital camera with “macro” focusing capabilities to provide detailed, in-focus close-ups.
- For maximum clarity, the file size for each photo *must* be between 500 kb and 2,000 kb (2 mb). ZIP-compressed files are not acceptable.
- **Cell phone photos are not acceptable** because of the phone's lack of macro and manual focus capabilities.
- Before committing to windshield removal, ensure that the photos you’ve taken are clear and in focus, and meet the standards and required number and type of photographs for warranty claim submittal.
- It’s best to shoot multiples of each required shot, as this will give you the widest choice of photographs to choose from. To free up hard drive space, after you’ve chosen your five best shots, delete the extra photos.

WINDSHIELD PREPARATION

- Before taking photos, outline the defect (crack, distortion, discoloration, etc.) with a light-colored, 1/2 inch (13 mm) or 3/4 inch (19 mm) masking tape. The tape should be applied 1/4 inch (6 mm) below, above, or around the defect.



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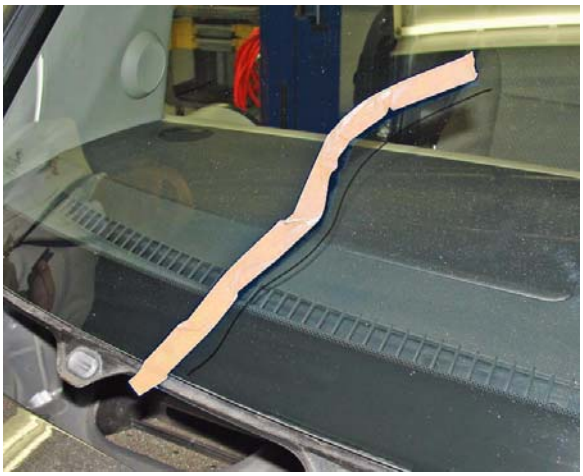
Skill Level R REPAIR

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

- If the defect runs to the top or side of the windshield, run the tape along its entire length and over the molding, onto the roof or A-pillar. Then carefully cut the tape between the glass and the molding, roof, or A-pillar, so that when the windshield is removed, the tape shows where the defect occurred.

- If the defect runs to the bottom of the windshield, remove the wipers and the cowl cover. Apply tape along the defect's entire length, then over the edge of the glass onto the metal bulkhead cowl. As above, trim the tape so that when the windshield is removed, the tape shows where the defect occurred.



TIPS FOR TAKING HIGH-QUALITY WINDSHIELD PHOTOGRAPHS

Some windshield defects photograph better outside, while others photograph better inside. As a general rule:

- Internal glass and lamination defects photograph better outside in natural daylight with no flash.
- Some defects photograph better inside, beneath fluorescent lights with the camera flash on, while others photograph better with the flash off. To determine which mode provides the best shots, take one shot with the flash on, and another with the flash off, then compare the two.

NOTE: Photographing with the flash off might extend the shutter time, and may require the camera to be stabilized by mounting it on a tripod or by holding it against something rigid.

REQUIRED PHOTOGRAPHS TO MEET HONDA WARRANTY WINDSHIELD CLAIM STANDARDS

To properly document each warranty windshield replacement claim, four to five photographs must be taken, as described below:

Photo One: Take a shot of the vehicle's bar-coded VIN label on the driver's doorjamb.

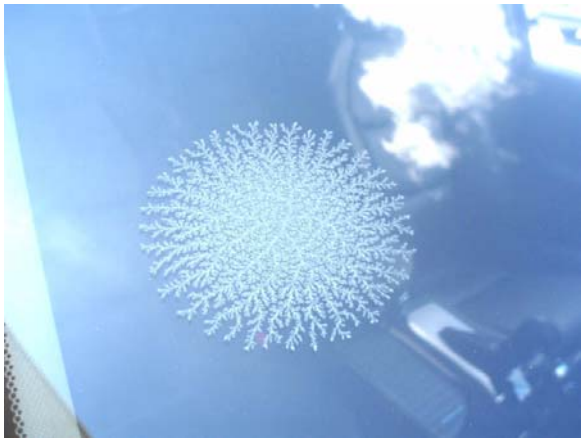
MFD. IN CANADA BY HONDA OF CANADA MFG.,
A DIVISION OF HONDA CANADA INC. 08/08
GVWR 2700KG(5952LBS) TIRE SIZE RIM SIZE
GAWR F 1310KG(2888LBS) P255/55R18 104H 18X8.0J
GAWR R 1440KG(3175LBS) P255/55R18 104H 18X8.0J
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY
AND THEFT PREVENTION STANDARDS IN EFFECT
ON THE DATE OF MANUFACTURE SHOWN ABOVE.
V.I.N.: 2HNYD28249H504790 TYPE: MPV

Photo Two: Take a photo of the windshield with all four corners, the rearview mirror, and windshield wiper posts visible, with the entire length of the crack or defect area tape-marked to show its location in relation to the complete windshield.

NOTE: This orientation shot applies to all defective windshields, whether the crack or defect is located on the inside or the outside of the windshield.

Photos Three and Four: Take close-up shots of the defect or crack:

- If the defect (not a crack) is in the glass, shoot photos three and four as macro close-ups of the defect from two different angles.



- If the defect is a crack, first remove the windshield molding. Next, shoot photos three and four as macro close-ups, showing the crack at the edge of the windshield glass and the body from two different angles, making sure to include any molding clips in the area of the crack.

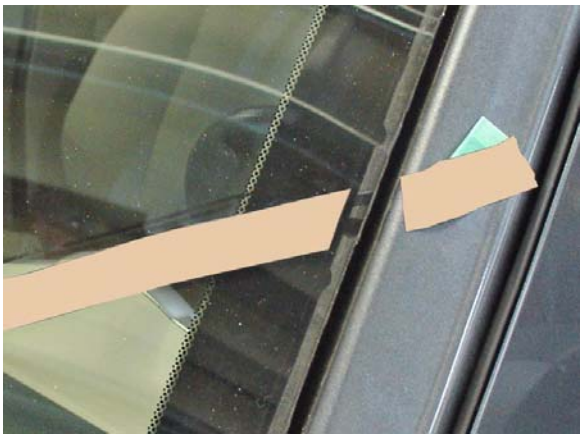
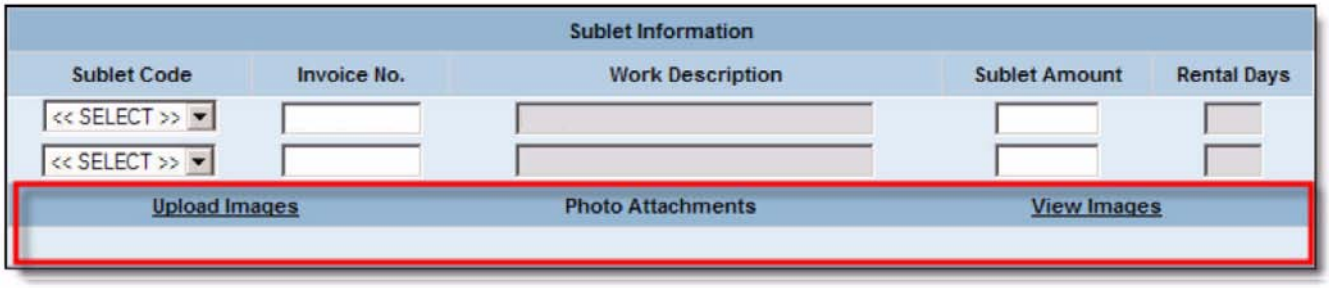


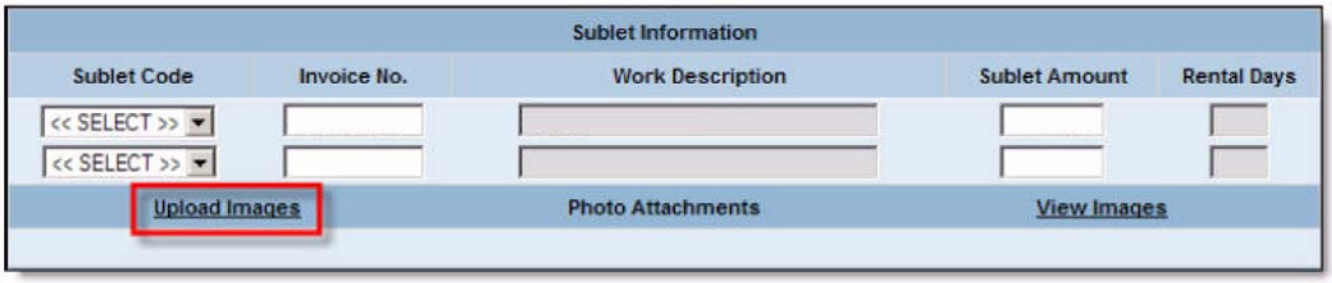
Photo Five: After removing the windshield, take one more macro close-up of the defect area on the body, where the cracked or defective glass was secured by windshield adhesive.

ATTACHING PHOTOS TO A CLAIM

The **Photo Attachments** area automatically appears on a Warranty Claim form whenever windshield-related information is included on the claim.

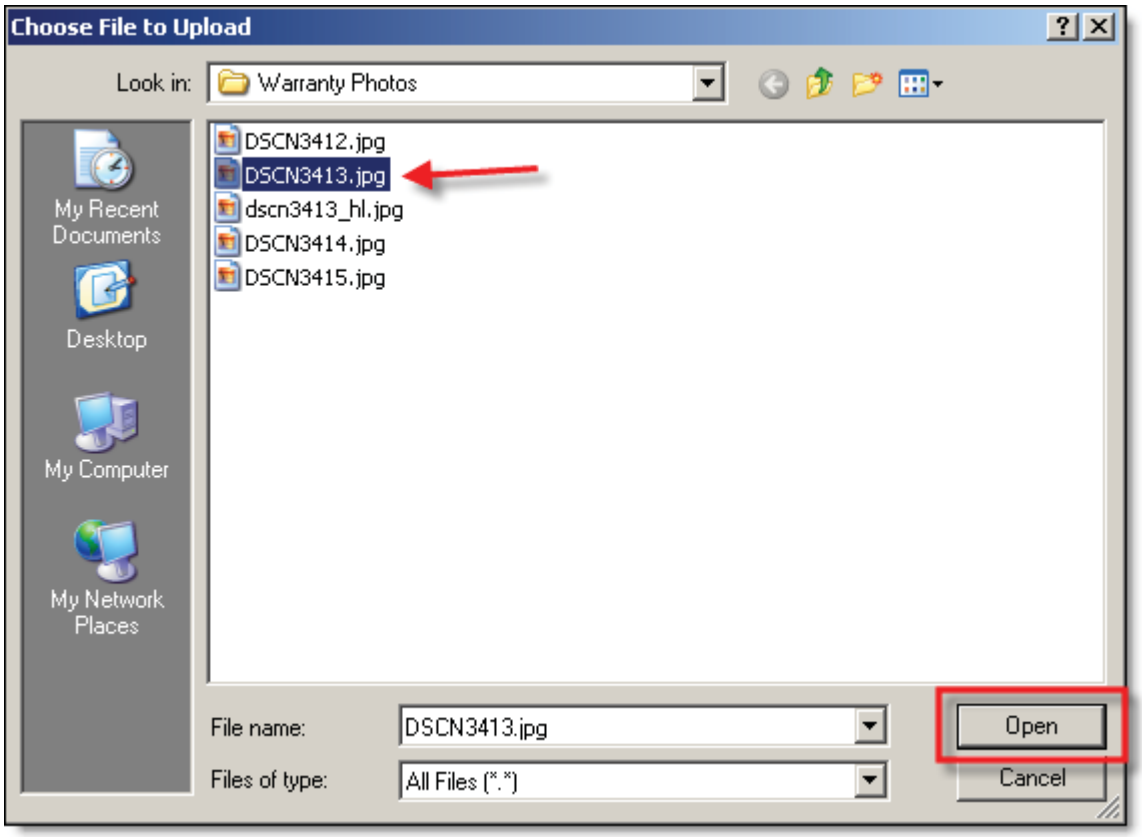


1. To attach photos to the claim, click the **Upload Images** link.



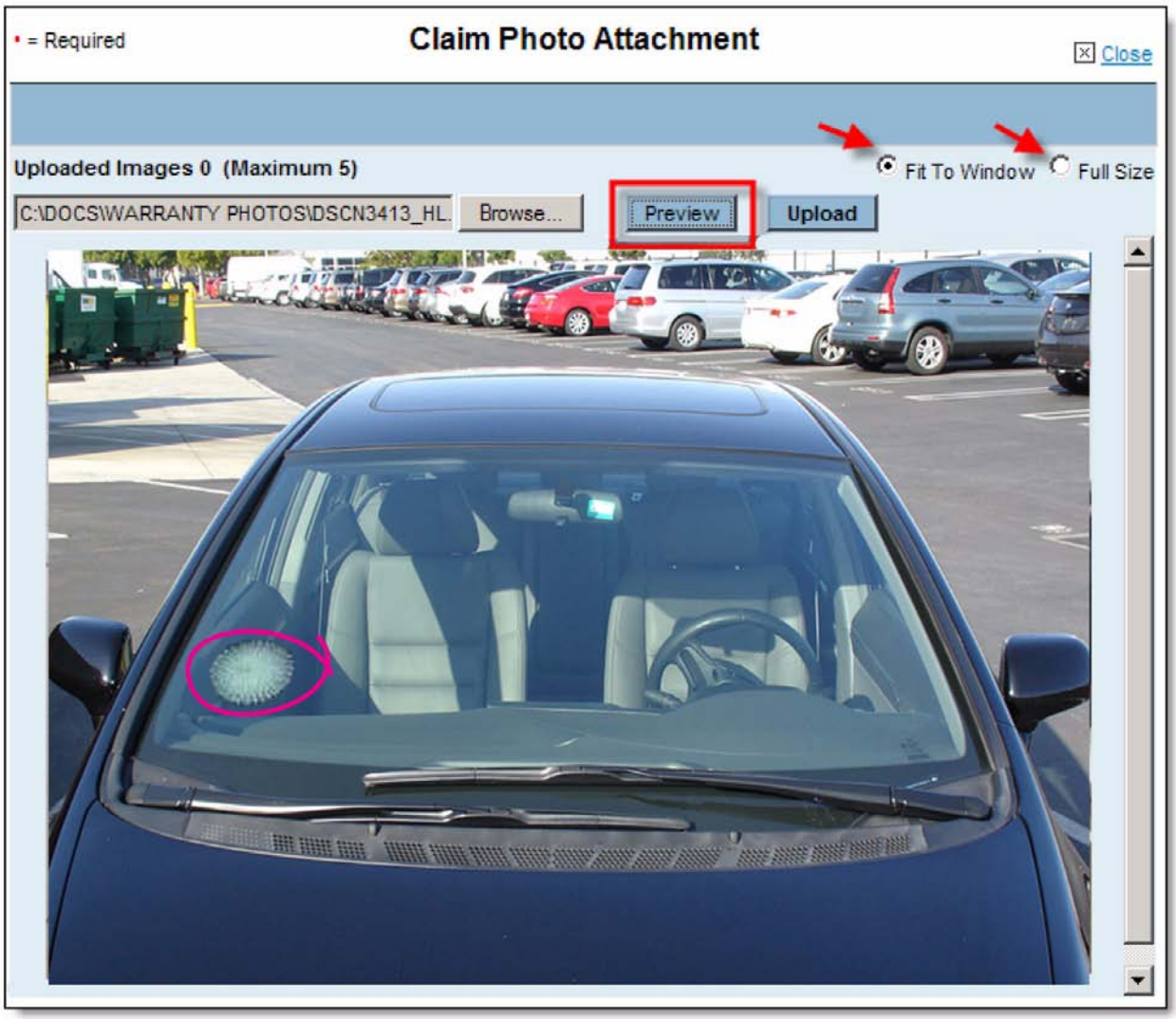
The **Claim Photo Attachment** screen appears.

2. Click **Browse**. The **Choose File to Upload** window appears.

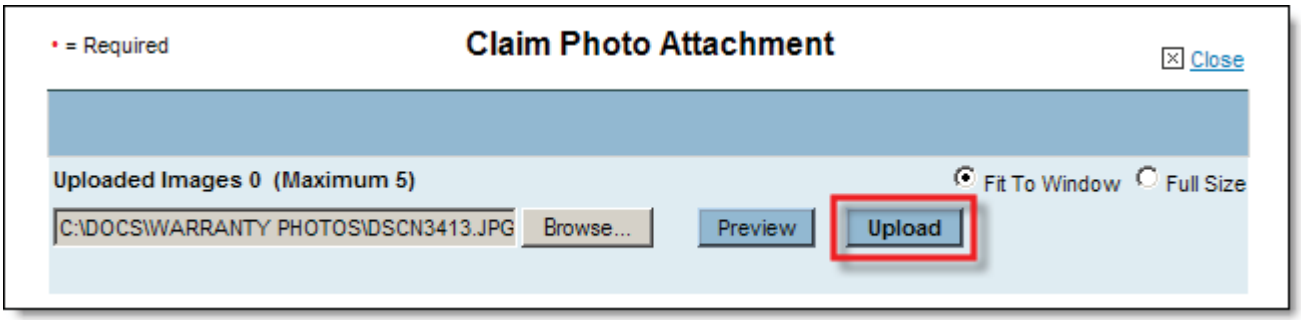


3. Click to **highlight** an image file to be uploaded.
4. Click **Open** to select the file.

5. Click **Preview** if you would like to view the image before uploading. The preview image appears.

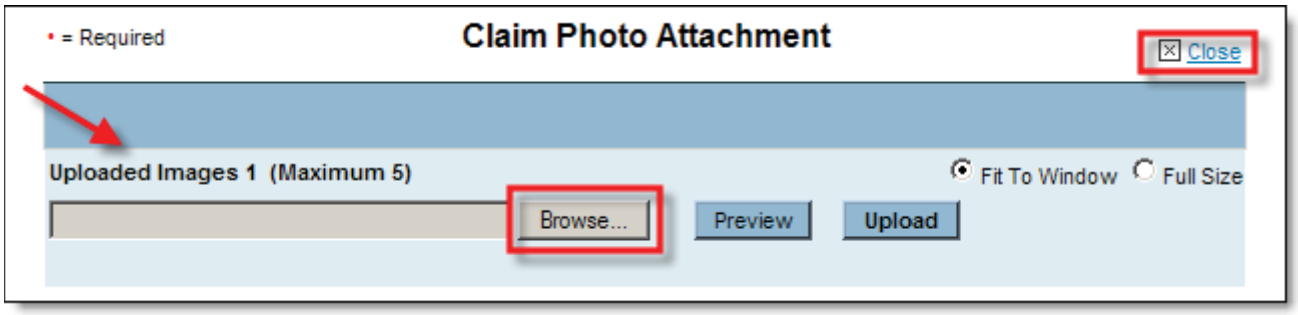


Fit To Window is selected by default as the size at which the preview image is displayed. Select **Full Size** if you want to enlarge the image, and use the scrollbars to view different areas of the enlarged image.



6. Click **Upload** to attach the image to the Warranty Claim.

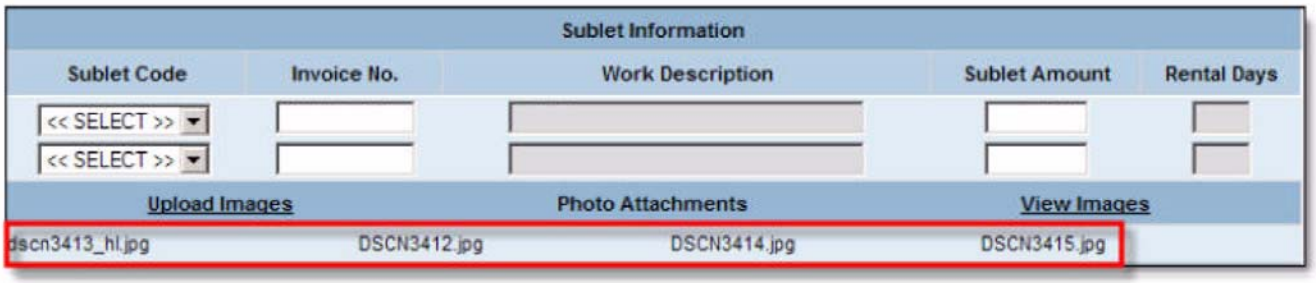
The **Uploaded Images** count increases each time you upload a photo.



7. Click **Browse** again, and follow the same steps to continue attaching images to the claim. To properly document each warranty windshield repair claim, four to five windshield photos must be attached.

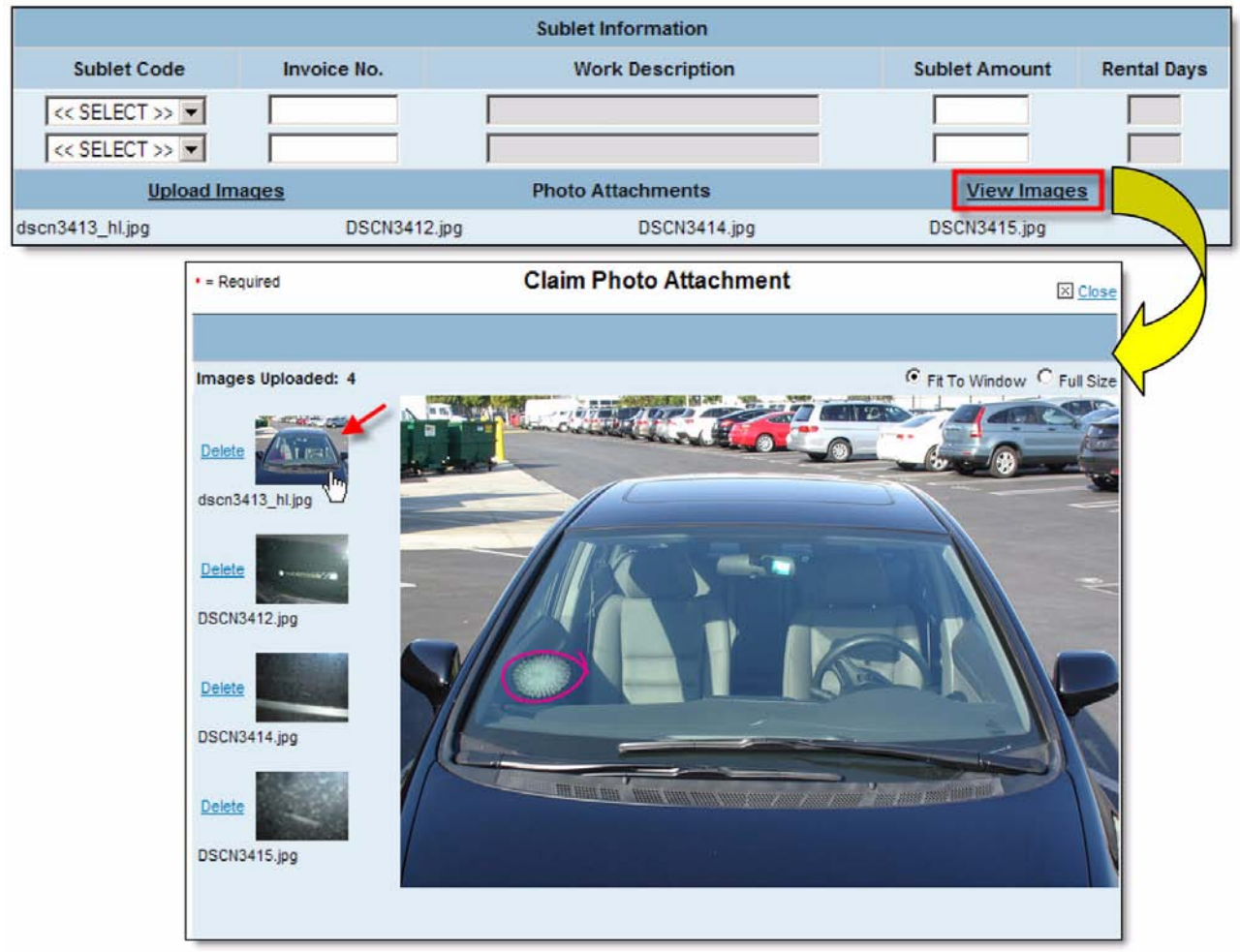
8. When finished attaching photos, click **Close**.

The file names of your attached photos now appear in the **Photo Attachments** area of the claim form, as shown below.



VIEWING AND DELETING PHOTO ATTACHMENTS

After uploading photo attachments, you can view the photos by clicking the **View Images** link in the Photo Attachments area. The Claim Photo Attachment screen displays thumbnails of all photos attached to the claim.



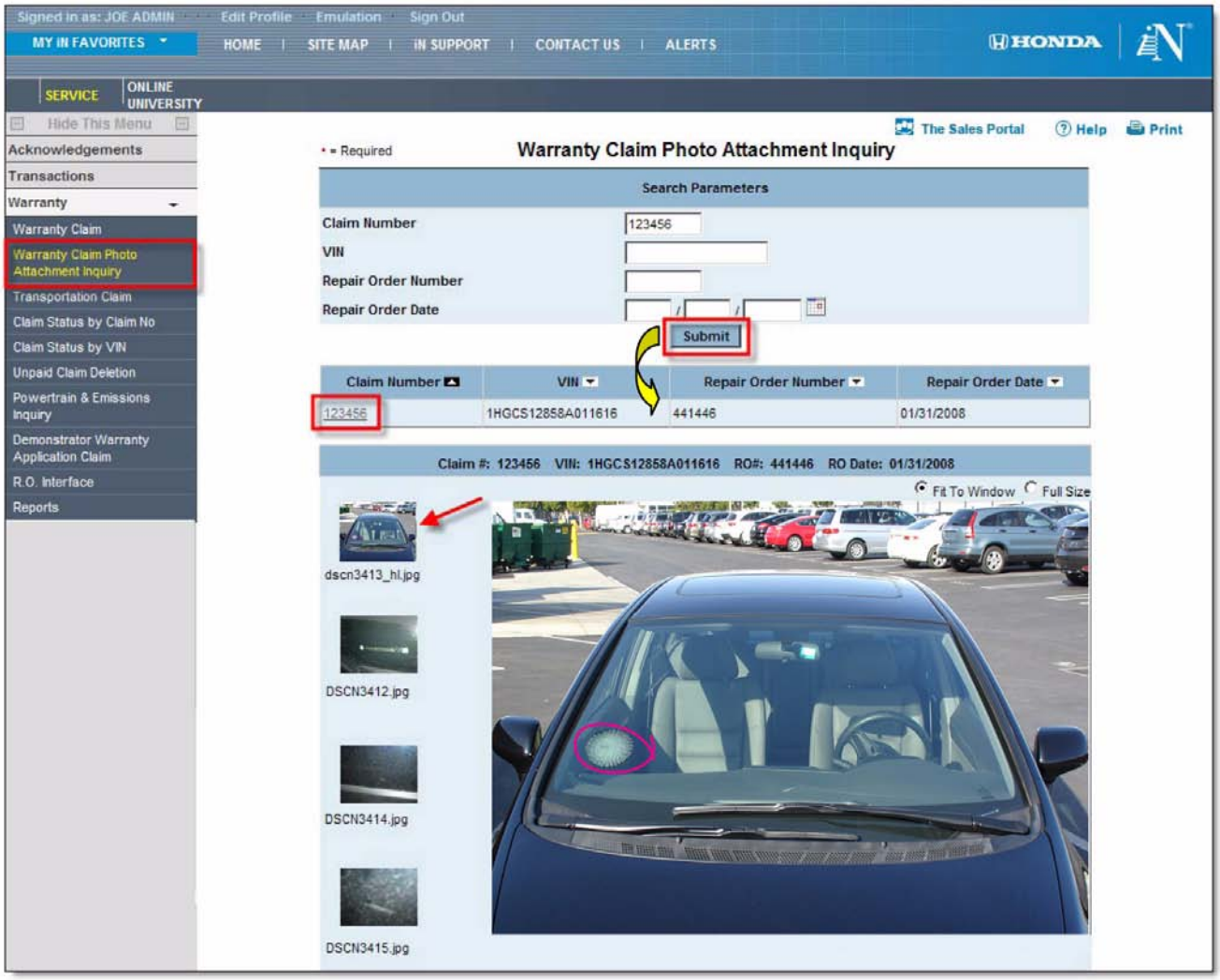
Click on a **thumbnail** to view the photo attachment, as shown above. To delete a photo attachment, simply click **Delete** to the left of its thumbnail.

When your claim and photos are completely ready, click **Submit** to send the claim to the AHM Warranty Department.

WARRANTY CLAIM PHOTO ATTACHMENT INQUIRY

After submitting a Warranty Claim, you can view its photo attachments at any time as follows:

1. From the **Service > Warranty** menu, click **Warranty Claim Photo Attachment Inquiry**.
2. Enter any of the following: **Claim Number, VIN, Repair Order Number**, or **Repair Order Date**.
3. Click submit. Thumbnails of all photos attached to the claim appear, as shown below.
4. Click on any **thumbnail** to view the photo attachment.



NOTE:

- Photo attachments are archived on the iN for 2 years.
- Whenever you open a saved Warranty Claim and attach or delete photos, you must either **Save** or **Submit** the claim to retain your photo attachment changes.

UNACCEPTABLE WINDSHIELD PHOTOGRAPH EXAMPLES

This photograph is not acceptable because:

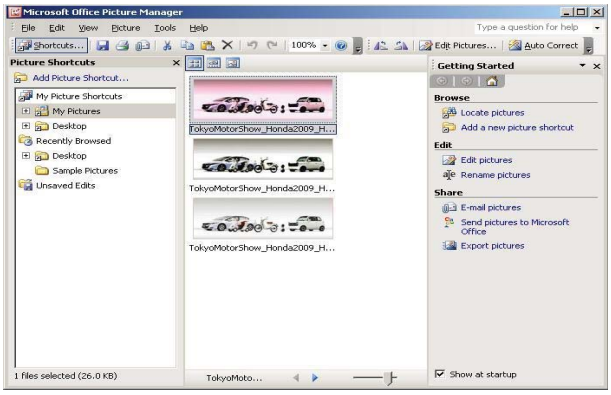
- it is too dark, and
- the reflected flash obscures details, and
- the file size is too small (351kb).

This photograph is not acceptable because:

- it is too dark, and
- it lacks focus, detail, and tape markings, as specified per warranty claim submittal standards.

CORRECTING WINDSHIELD DEFECT PHOTO PROBLEMS USING PICTURE MANAGER

Microsoft Office Picture Manager is a very useful tool to help improve the quality of windshield photos submitted for warranty consideration.



While the Picture Manager program cannot correct blurry, out-of-focus pictures, it can adjust pictures for brightness, contrast, and color, thereby helping to reveal details. It can also crop or resize digital photo files so that they can be submitted for warranty claim consideration.

- To use this program on your PC, select **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Office Picture Manager**.
- If the above instruction does not lead you to the Picture Manager program, select **Start > Search**. Under **Search for Folders or Files**, type “Picture Manager” in the Search window, then select **Search Now**.
- To create a shortcut to open Microsoft Picture Manager from your desktop, go to **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Picture Manager >,** then right-click and select **Create Shortcut**. The shortcut icon and title will appear below the original Microsoft Picture Manager icon and title. Left-click and hold on the shortcut icon and drag it to the desktop. Once there, if you wish to change its name, right-click on the icon and select **Rename**.
- To open and edit photos directly from Microsoft Picture Manager, right-click on any jpg picture file, then move your cursor to **Open with**.

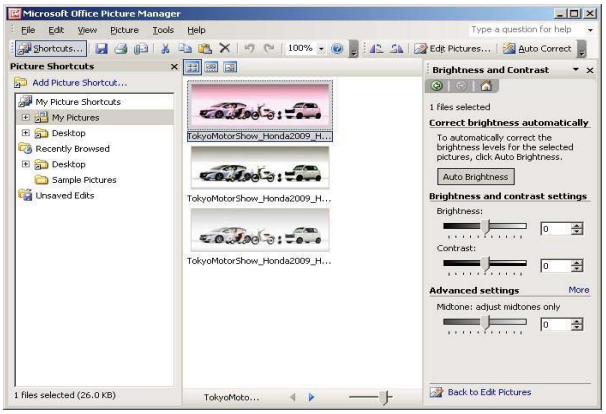
  Another window will open listing Microsoft Office Picture Manager and other programs. **Do not** click on **Picture Manager**, but instead scroll down the list, then click on **Choose Program**.

  Another window will open with Picture Manager already selected. Check the open box next to **Always use the selected program to open this kind of file**; this will make Picture Manager your default picture management program.

  NOTE: The next time you click on a jpg picture, it will automatically open in the Picture Manager program.

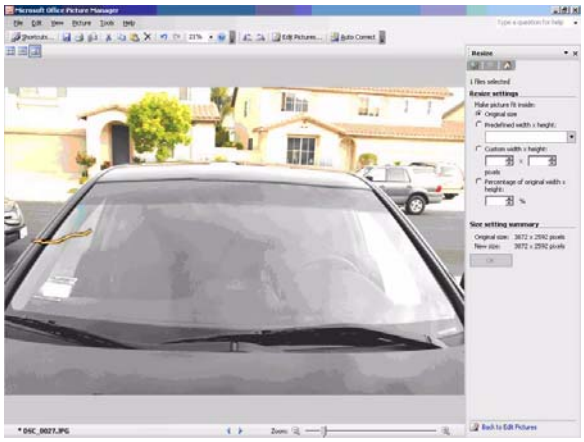
Correction Example #1: Photo is too dark

In Picture Manager, select **Edit/Edit Pictures > Edit Using These Tools/Brightness and Contrast**. Use the sliding scales to adjust the photograph to the brightness and contrast that best reveal the fault.



Before Picture Manager correction:

After Picture Manager correction:



Correction Example #2: Photo size is too large

For maximum clarity, **the file size for each photo must be between 500 kb and 2,000 kb (2 mb)**. ZIP-compressed files are not acceptable. Photo file sizes over 2,000 kb (2 mb) cannot be accepted by the American Honda Warranty department.

To reduce a picture's file size, open Picture Manager. Select the photo to be reduced, then click on **Edit Pictures > Resize > Percentage of original width x height**, then click on the down arrow to reduce its percentage (**%**) size. View the pixel count change in **Size Setting Summary,** which displays the photo's **Original size** and its **New size**.

NOTE: The **%** function changes the pixels per inch, so a photo's size should be reduced only enough to meet the maximum file size requirement. For example, a 10% reduction in pixels per inch will reduce a photo's size and its resolution by almost 50%.